

DATE: October 21, 2014

TO: ITP Board

FROM: Meegan Joyce

SUBJECT: SEPTEMBER 2014 PARATRANSIT RIDERSHIP REPORT

Total monthly paratransit ridership for September 2014 (**32,964**) decreased **0.3% (90)** from September 2013 (**33,054**).

ADA ridership (20,506) increased **3.4% (691)**, NDS ridership (82) increased **54.7% (29)** from 2013, and PASS ridership (923) increased **9.9% (83)** from September 2013. Network 180 ridership decreased **11.1% (1,251)**.

Average weekday ridership for GO!Bus/PASS service increased **2.5% (22)**, average Saturday ridership increased **6.4% (24)**, and average Sunday ridership increased **2.1% (7)** from September 2013.

Average on-time performance for GO!Bus/PASS during the month was 97.02%.

Average cost per GO!Bus/PASS trip increased **6.1% (\$1.28)** from September 2013.

SEPTEMBER 2014 Paratransit Ridership and Operating Statistics

ADA	2014	2013	Change	% Change
Clients	1,471	1,477	(6)	-0.4%
Passenger Trips	21,197	20,506	691	3.4%

NDS				
Clients	23	20	3	15.0%
Passenger Trips	82	53	29	54.7%

PASS				
Clients	68	60	8	13.3%
Passenger Trips	923	840	83	9.9%

CONTRACTED				
Clients	15	12	3	25.0%
Passenger Trips	388	114	274	240.4%

includes ACSET and Goodwill Special

RIDELINK				
Clients	161	139	22	15.8%
Passenger Trips	311	227	84	37.0%

TOTALS				
Clients	1,738	1,708	30	1.8%
Passenger Trips	22,901	21,740	1,161	5.3%
Average Weekday Ridership	908	886	22	2.5%
Average Saturday Ridership	399	375	24	6.4%
Average Sunday Ridership	333	326	7	2.1%
All Ambulatory Passengers	15,648	15,478	170	1.1%
All Wheelchair Passengers	7,253	6,262	991	15.8%
No - Shows	575	425	150	35.3%
Cancellations	5,067	4,403	664	15.1%
MV				
Average Cost per Trip	\$22.40	\$21.12	\$1.28	6.1%
Riders per Hour	2.1	2.1	0.0	0.0%
Accidents per 100,000 Miles	0.5	2	(2)	-75.0%

Trip Denials	0	0	0	0.0%
NTD Travel Time (minutes)	29	28	1	3.6%

NETWORK 180				
Passenger Trips	10,063	11,314	(1,251)	-11.1%
Average Weekday Ridership	457	538	(81)	-15.1%
Average Saturday Ridership	0	4	(4)	-100.0%
Average Sunday Ridership	0	0	0	0.0%

TOTAL PASSENGER TRIPS	32,964	33,054	(90)	-0.3%
------------------------------	---------------	---------------	-------------	--------------

Paratransit Service Quality Statistics: network 180 Excluded

	2014 Actual Number	2013 Actual Number	2014 % of Trips	% Change
Complaints				
MV Complaints	12	16	0.1%	-25.0%

On-Time Performance by customer call

MV Late Trips (Less than 45 Minutes Late)	87	165	0.4%	-47.3%
MV Missed Trips (Greater than 45 Minutes Late)	10	3	0.0%	233.3%
On-Time Compliance	97.02%	91.84%		